



SALES & MARKETING BULLETIN

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NEC

UNIVERGE Business ConneCT V12.1

With this release we have addressed a lot of bigger and smaller requests, we got directly from the field enabling partners to close deals and to gain momentum in certain area's. The following features have been added to this release.

Social media enhancements

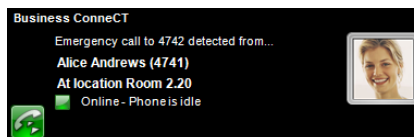
We have added iMessage (from Apple) and SMS as channels to the existing channels. We already supported (Twitter Direct Messaging, Facebook Messenger, Line and WhatsApp. For all digital channels, we work together with SaySimple as service provider.

OAuth2 support

Two way authentication becomes the defacto standard. Companies no longer accept traditional authentication. After introducing GMAIL support in the previous release, we now added support of Microsoft Graph to connect to Microsoft 365 for email and retrieving calendar information.

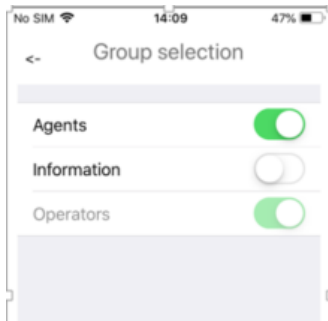
Emergency Call Notification

Calling an emergency number can now be signaled at all operators through a pop up notification on BCT or via prompts on a NEC Phone. It includes strict protocol handling and reporting.



Failed Wake-up Notification

Typical hospitality feature that allows PMS systems to signal failed wake up to the BCT operator, so the receptionist can take appropriate action. Operators will get a pop up with details of the guest and dial button. Report can be generated on the failed wake-up handling.



Agent App

The agent App is very popular in situation where an agent is on duty after business hours at home (standby). As an agent you need to be able to set yourself in/out of a group. New is the possibility to select the group you want to set yourself in or out and a warning when you logout/switch not ready while you are the last agent

Salesforce on CITRIX

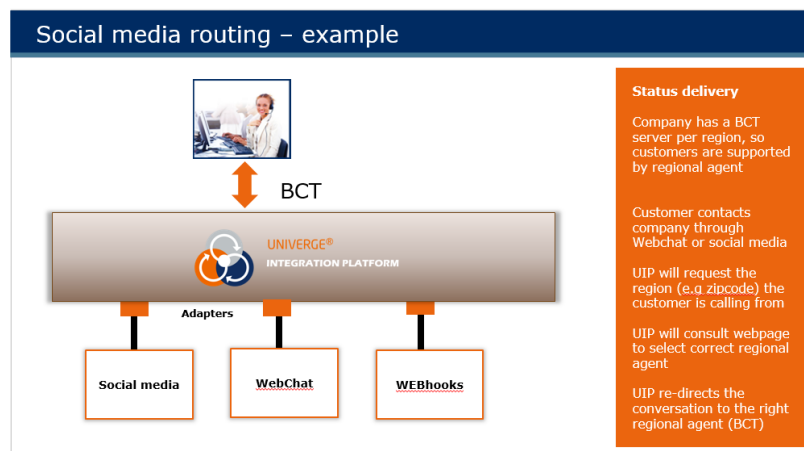
We have move the salesforce (lightning) integration to a server based interface, so no longer the desktop client is required anymore in the background. Besides this, it can now also be deployed in a CITRIX environnement and the first installation has been doen already based on beta trial!!

Open Number Plan 3C

When Open Number Plan is configured within 3C, BCT is now able to select one Zone to sync with. Note that each zone would require it's own BCT server.

Intelligent chat routing

Chats are now mapped to starterlines instead of a routerlines, which allow us to route chats based on priority, skill and alternative language. In combination with the UNIVERGE Integration Platform (UIP) we can now provide menu-like features in chats for both webchat and social media chats. The UIP will interact with the customer and validate the selected choices.



XML terminal enhancements

Following enhancements have been realised:

- Support of DT9xx std SIP in secure mode
- Support of DT920 ITK-8LCX(NSIP/ISIP) as XML client (Employee, Agent and Directory)
- Support of DT900 ITK-8LCX/32LCG Std SIP as XML client (Employee, Agent and Directory)

With this enhancement we completed the XML support of the full DTxx range, with the exception of the DT930 touch phones.

Other small enhancements

- The maximum announced "estimated waiting time" was limited to "Greater than 10 Minutes". For US prompts there is now also less than 15 minutes, 20, 25, 30, 40, 50 available and "The expected waiting time is more than one hour".
- The maximum number of lines shown in the Call tracking has been increased from 1000 lines to 10.000 lines.
- In the email monitor of the Supervisor Dashboard, filters can be used to select emails on a specific state and/or a specific Agent.
- In case the number of calls in the queue is high or the minimum wait time to long, it does not make sense anymore to offer the callback option and can now be suspended
- For Phoned Based Agents it is possible to prevent logging out or to switch not ready when it is the last

member of any group this PBA is working for. In that way an empty group can be prevented.

- And many more...

Pricing aspects & Items

New items introduced with BCT Release 12

Product code	Items	Description
BE120353	BCT R12 Platform	Platform licence for new BCT 12.x systems.
EU909480	BCT 12.x Platform	Bundle licence containing: 1 x BE120353 BCT R12 Platform Lic. 1 x 960026189000 Business Connect Application Lic.
BE120354	BCT R12 Platform Upgr Lic	BCT R12 Upgrade licence for small BCT systems.
EU909481	BCT R12 Platform Upgr Lic-M	BCT R12 Upgrade licence for medium BCT systems.
EU909482	BCT R12 Platform Upgr Lic-L	BCT R12 Upgrade licence for medium BCT systems.
EU909483	BCT R12 Platform Upgr Lic-XL	BCT R12 Upgrade licence for large BCT systems.

Pricing can be obtained from your NEC representative/Channel Manager or Prophix platform.

Support & Software Assurance (SWA)

Release 12 is available as part of the NEC SWA Programme. The licence can be obtained via the Licence Manager System (LMS).

SWA is mandatory for BCT systems activated after 23 January 2019, with one exception: BCT integrated on SV9100 HWKC has optional SWA and is a part of the SV9100 SWA.

BCT has an upgrade policy that prevents systems, which are more than two releases behind the current release, from upgrading. This policy remains in place, however it is possible to activate SWA on an older system and providing access to the latest version licence FOC. Keep in mind however that a reinstatement fee of max 24 months can/will be applicable, depending on the age of the system (for more details see: DA [2018-034](#)).

Supported releases (N & N-1) eligible for NEC Technical Support are now R11.x & R12.x. For more information, see BusinessNet.

Documentation

The following documentation has been updated and uploaded:

- New set of manuals
- Updated presentations
- Solution partner documents
- Whitepapers

Training & Webinars

The following webinars are scheduled:

- April 29th 2021, from 10.00 – 11.00 (UTC+1)

- April 29th 2021, from 16.00 – 17.00 (UTC+1)

Availability & Order Information

BCT rel 12 will be available in Prophix from 31/04/2021

Software will be available for downloads from 30/04/2021 onwards

The NEC Business Connect Agent app is already available in the Apple Store and Google Play.



NEC Business Connect Agent

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